

Devon Youth Offer Merged and summarised Staff and Community/Voluntary responses

Devon Youth Service Staff: 24 October 2013

The staff event saw the participation of SASW, AYSW, TAO, SYSW, AYW, TL roles.

Assistant Youth Support Worker (AYSW), Youth Support Worker (YSW), Senior Youth Support Worker (SYSW), Area Youth Worker (AYW), Senior Area Youth Worker (SAYW), Team Leader (TL), Team Admin Officer (TAO).

There were 37 Devon Youth Service attendees at the first session and 7 in the second. The facilitation methods were adapted to manage the lower than anticipated numbers for the second session.

Community and Voluntary Sector: 29 October 2013

The staff event saw the participation of:

VOYC	North Devon Homes	Church of England
Wings S.W.	NDVS	Cllr. For Bideford East
Exeter City Council	Young Devon	Devon & Cornwall
Police		
One Ilfracombe	NT Youth Community Centre	DCC Councillors
SHDC	Exmouth Town Council	Devon Voluntary
Action		
Yealmpton Parish Council		

Responses

The responses were recorded in hand written notes through a series of guided discussion and these have been completed in the following pages looking at each of the 10 principles and asking whether they are right, what barriers could prevent them being followed, and what they would look like in action. Other than ensuring the correct grouping under the theme and relevant question, the comments are transcribed verbatim. A summary is included in the following section.

VALIDATION KEY POINTS FROM C&V AND STAFF

Principle 1: the key elements of the Youth Work Process should be embedded in all work going forward – be that delivered by DCC or via commissioned services

Is this an important principle to underpin the work going forward?

- Principle is great
- Focus should be on everything that is being done – not just the Youth Service
- Still needs to be professional
- Needs to cover IAG, Universal and targeted

Can you see any barriers to us adhering to this principle?

- Dangers in targeting
- By putting out to other providers could be diluted.
- Structure could be lost if commissioned out
- What support for young people who can't afford to pay

What might this principle look like in action?

- Could commission from private and voluntary sector
- Social enterprise
- Expertise of DYS staff and premises could be used
- Upskilling of all people working with young people needed

Principle 2: Work undertaken with Young People in Devon, both by in house provision and any work commissioned, will need, going forward, to both measure and report on the impact of young people's lives

Is this an important principle to underpin the work going forward?

- Yes. Needs to cover all aspects of work
- Central to funding and resources

Can you see any barriers to us adhering to this principle?

- Soft and hard outcomes needed.
- Difficult to measure
- External evaluation needed
- Impact can be over a long time so difficult to evidence
- Confidentiality around information sharing
- Young person needs to be involved

What might this principle look like in action?

- Needs to be proportionate and clear
- Proper electronic monitoring system needed
- Ensure that the voluntary sector is involved at the design stage
- Cultural shift
- Multi agency framework/common framework

Principle 3: Third sector organisations should be supported to deliver services to young people in relevant ways in order to secure the maintenance and development of the offer to young people in Devon. This should include, where appropriate, transition planning and funding in order that they can directly deliver services.

Is this an important principle to underpin the work going forward?

- Important principle
- Need someone to drive it

Can you see any barriers to us adhering to this principle?

- Need to work on joining up of provision
- Build partnerships and trust

- Sustainability
- Would need transition time
- Reduction of services would affect young people
- Uniqueness of special youth services will be hard to replicate

What might this principle look like in action?

- Focus on outcomes needed first
- Family and wider communities too
- Need to prove quality and cost effectiveness
- Service Level Agreements needed

Principle 4: Clear pathways between services should be established that allow young people to both access specialist services and step down from specialist services into supportive universal services when necessary. Services should be designed based on understood need across Devon.

Is this an important principle to underpin the work going forward?

- Yes – clear pathways don't currently exist

Can you see any barriers to us adhering to this principle?

- Sustainability and lack of trust
- Need check on what people are expected to provide
- Pathways must be clear for young people
- Recognition that each part is important

What might this principle look like in action?

- Locality working/ hub for signposting
- Partnership strategy needed
- Multi agency/disciplines working within youth work premises
- Multi agency meetings

Principle 5: The consideration of the youth estate should not be taken in isolation. It should be part of Devon County Council's wider estate rationalisation programme. It should look at a variety of mechanism to secure buildings where the gap analysis demonstrates a need within the Community. The criteria developed by stakeholders should inform all decision making.

Do you think this is an important principle to underpin this work going forward?

- Second sentence is most positive
- Centres are important for universal access

Can you see any barriers to us adhering to this principle?

- Buildings need to be young person centred
- Need to be clear who the stakeholders are
- Will still need office space
- Need to consider how the centre originated ie who invested the money

What might this principle look like in action?

- Look at wider picture – not just DCC buildings
- Skills of building managing need to be considered eg health and safety
- Income generation – businesses, what is already being done to generate income?
- To become multi agency hubs for children and young people eg social care
- Buildings not the only answer for working with young people eg outreach and street based interventions

Principle 6: Young People's voices should continue to be heard throughout the remodelling of the youth service. Any new services should ensure that they are

designed and commissioned in a way that ensures young people's voices are heard and responded to.

Do you think this is an important principle to underpin this work going forward?

- Voices need to be heard and **responded to** – not tokenistic

Can you see any barriers to us adhering to this principle?

- Principle has been around for ever – all talk and no action
- Consultation process needs to be a meaningful process and not tokenistic
- Needs to be a fair cross section of young people – not just those accessing youth centres

What might this principle look like in action?

- Needs to cover more than youth centres
- Their views need to be responded to
- Senior management who make decisions need to go to youth centres
- Should be young people led

Principle 7: A partnership strategy and action plan be developed in order to secure a robust information, advice and guidance strategy for young people aged 11-19 in Devon

Only remarks was to see Principle 4

Principle 8: A review of all potential income generating activities should be undertaken, with an aim to make activities at the least cost neutral.

Do you think this is an important principle to underpin this work going forward?

- Really important principle but must not impact on quality of work
- Sustainable activities happen all the time but is it up to young people to raise money and costs of youth worker hours?

Can you see any barriers to us adhering to this principle?

- Longer time frame needed to produce results
- Youth workers not entrepreneurs
- Independent brokerage
- Strategies needed
- Other agencies long term benefits on young people need to be taken into account
- Financial climate makes it difficult
- Cost should not inhibit attendance
- People would need to be employed to raise funds
- Voluntary/statutory barriers currently

What might this principle look like in action?

- Youth Service offer services to schools etc to prevent escalation – could have menu of services available for schools to buy into
- Forums to see how resources, expertise could be shared and better used
- Fulfilling other needs in the community
- Statutory/voluntary work as one unit
- Evidencing how early help reduces high spend later on
- Free up capacity in the system eg cutting red tape
- Reducing expenditure (SR01) lifetime expenditure
- Young people running it

Principle 9: Ensure that partnership working is undertaken throughout to secure added value

Do you think this is an important principle to underpin this work going forward?

- Common interest and credibility in the locality

- If 3rd, 4th, 7th principles right this should be achieved
- Important principle that is already being done

Can you see any barriers to us adhering to this principle?

- Quality standards for all services needed (all statutory and voluntary agencies)
- Need mutual respect/trust between statutory and voluntary agencies – not considered equal
- Partnership principles must be effective
- Need to be supported by managers not on an ad hoc basis
- Young people's voice needs to be at the centre or nothing will work
- Needs commitment and change in staff culture
- Hours need to be appropriate for young people eg evening work
- Remodel services around young people needs and not around existing services

What might this principle look like in action?

- Shared outcomes working together for children and young people
- All professionals would be acknowledged by each other and respected
- Better multi agency working
- Engagement with Police, mental health services, health
- Networking crucial
- Role of different agencies in localities is key to any local action plan
- Youth Centres become the hub of multi agency work
- Project Managers to drive forward so change happens

PRINCIPLE 10: Ensure that the work of Devon Youth Services is generating income in a mature, consistent and sustainable way – utilising assets and gaining the support from partners who have an interest in the work that they do

Do you think this is an important principle to underpin this work going forward?

- Does this mean Youth Offer or just Devon Youth Services? Is it YOT, YISP and other services
- Generally understand need to maximise income, but there are barriers
- What is meant by generating income
- Is generating income **really** the job of youth service
- Not supportive of 'whole service' privatisation

Can you see any barriers to us adhering to this principle?

- Other sectors can access funding streams not available to statutory sector
- Ethics can be a barrier to trading
- Not enough knowledge about each others roles and agendas
- Difficulties in engaging commercial sector for income

What might this principle look like in action?

- Youth service training already generates income
- Better and increased use of buildings (eg multiagency hubs) and training
- More intergenerational work
- More trading within services
- Product alignment particular to ethical products